



HM Prison &
Probation Service

Action Plan: HMYOI Aylesbury

Action Plan Submitted: 18th March 2020

A Response to the HMIP Inspection 30th September to 11th October 2019

Report Published: 25th February 2020

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions and effectiveness of the work of probation, Community Rehabilitation Companies (CRCs) and youth offending services across England and Wales to Ministry of Justice (MoJ) and Her Majesty's Prison and Probation Service (HMPPS). In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the recommendations. The action plan confirms whether recommendations are agreed, partly agreed or not agreed (see categorisations below). Where a recommendation is agreed or partly agreed, the action plans provides specific steps and actions to address these. Actions are clear, measurable, achievable and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the HMPPS web based Prison Finder. Progress against the implementation and delivery of the action plans will also be monitored and reported on.

Term	Definition	Additional comment
Agreed	All of the recommendation is agreed with, can be achieved and is affordable.	The response should clearly explain how the recommendation will be achieved along with timescales. Actions should be as SMART (Specific, Measureable, Achievable, Realistic and Time-bound) as possible. Actions should be specific enough to be tracked for progress.
Partly Agreed	Only part of the recommendation is agreed with, is achievable, affordable and will be implemented. This might be because we cannot implement the whole recommendation because of commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented along with SMART actions and tracked for progress. There must be an explanation of why we cannot fully agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.
Not Agreed	The recommendation is not agreed and will not be implemented. This might be because of commissioning, policy, operational or affordability reasons.	The response must clearly state the reasons why we have chosen this option. There must be an explanation of why we cannot agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.



			<p>consider the reasons for decisions taken and to promote positive choices in the future.</p> <ul style="list-style-type: none"> • Work with the Equalities team to identify trends in the use of incentives in relation to protected characteristics and develop an incentive forum for ongoing consultation. This will be analysed quarterly through the Equalities Action Team (EAT) and considered at Senior Management Team (SMT) meetings. 		
S47	<p>Key concern: Violence was increasing and several multi-agency meetings and procedures were used to review perpetrators, victims and antisocial behaviour. No strategy or action plan was derived from these meetings or the data provided. The drivers for violence were not understood by the prison and there was no plan to reduce it.</p> <p>Recommendation: A violence reduction action plan should be developed from all available data and used to reduce levels of violence.</p>	Agreed	<p>The Head of Safety and Equalities will create a local Violence Reduction strategy and associated Action Plan to create a joined-up, partnership approach to managing and minimising the risk of violence. This will include;</p> <ul style="list-style-type: none"> • Safer Prisons meeting terms of reference and committee structure have been updated, ensuring all key functions are represented at each meeting. Progress on previous actions will be monitored and new actions will be set to address issues identified. • Delivery of Challenge, Support and Intervention Plan (CSIP) refresher training to Custodial Managers (CMs) through regional lead and provision of an <i>aide memoire</i> for staff regarding CSIP referrals. • Attendance at residence meetings by Safer Prisons team to cascade findings, developmental feedback and provide support and advice to residential staff. <p>To develop an improved understanding of the drivers for violence and to address known trends, HMYOI Aylesbury will utilise the Violence Reduction Action Plan to co-ordinate the following;</p> <ul style="list-style-type: none"> • Analyse all relevant data through the Safer Prisons meeting; this will include Performance Hub data, Violence Diagnostic tool, local CSIP records and associated investigation findings. • Create a Debt Management strategy. This will include a standing agenda item on monthly Safer Prisons, Security and Drug Strategy meetings to identify and support residents vulnerable to debt as a driver for violence. • Scope available interventions to help address pre-existing (outside/ community) debt (subject to funding). • With support from Psychological Services, Head of Safety and Equality will create a Gang Strategy, covering both community and custodial related gang issues. This will support identification of residents affected by gang issues as a driver for violence and will inform activity on the Violence Reduction Action Plan. 	Governor	April 2020
				Governor	June 2020



			<ul style="list-style-type: none"> • Scope opportunities to engage external providers to provide mentoring and support to address factors leading to gang involvement (subject to funding). • Recruit Safer Custody Representatives on all wings, allowing for sharing of information and Resident Perspective intelligence, to inform action setting through the Safer Prisons meeting. 		
S48	<p>Key concern: The segregation regime was very poor and prisoners spent too much time locked up with little to do. Prisoners were bored and frustrated and the education offered to them was limited to worksheets. There was no procedure for recording and monitoring regime activities when they did take place.</p> <p>Recommendation: The governor should improve the regime for prisoners who are segregated: risk assessments should be carried out for prisoners who can be reintegrated; activities, including education, should be properly scheduled; and records should be kept of activities undertaken by prisoners.</p>	Agreed	<p>The Segregation regime will be reviewed and altered to ensure that a tailored regime is provided, comprising basic entitlements and risk assessed activities. This will include the following;</p> <ul style="list-style-type: none"> • Residents will be risk assessed to allow continued attendance on education and Offending Behaviour Programmes whilst in segregation where safe to do so. • The following additional facilities will be explored: <ul style="list-style-type: none"> ○ A fit for purpose television room ○ Art Therapy ○ Gym ○ Joint Exercise <p>Use will be risk assessed, criteria-based and recorded by segregation staff.</p> <ul style="list-style-type: none"> • Opportunities to expand education delivery in the segregation unit will be identified. • A Segregation based Orderly role will be created, supporting clean and decent objectives on the Segregation Unit whilst also providing activity opportunities for those in the Segregation Unit that are risk assessed and motivated to do so. <p>HMYOI Aylesbury will provide residents in the Segregation Unit with the hope and skills to progress to (and remain in) the wider population by;</p> <ul style="list-style-type: none"> • The Hopes Risk Assessment Model will be explored. This will be adapted to implement a tailored model, that meets the complex needs of HMYOI Aylesbury population. • A Reintegration Policy will be created to support those young men with shorter times in segregation, to prepare for return to the wider population. 	Governor	March 2020
S49	<p>Key concern: Prisoners' perceptions of the quality of their relationship with staff were poor. A significant number said that, at some point, they had felt victimised by staff. The limited regime enabled them to move</p>	Agreed	<p>HMYOI Aylesbury will conduct a review of the regime, alongside the establishment re-profile, which will increase the time for staff to develop meaningful and effective relationships with prisoners.</p> <ul style="list-style-type: none"> • Movement time will be streamlined, to extend meaningful time out of cell. • Supervising Officers will encourage positive engagement between staff and residents, ensuring staff actively use 	Governor	October 2020



	<p>prisoners or unlock them for basic daily tasks rather than build and develop relationships with prisoners. This inhibited the potential for staff-prisoner relationships to be fully effective.</p> <p>Recommendation: Managers should ensure there is enough time for staff to develop meaningful and effective relationships with prisoners.</p>		<p>association time to engage with residents. This will be reported through CMs to the Head of Residence.</p> <ul style="list-style-type: none"> • Wing forums will be held weekly, led by the residential team. These will be used to gather feedback regarding young people's perception of current relationships with staff. • Evening Association will be introduced as part of the new profile, as will consistent delivery of association at weekends. • As an interim measure, Evening Association will be provided on a rota basis, providing association on one wing each evening, with domestics taking place on the other three. <p>Key Worker sessions and Prison Offender Manager engagement will be facilitated. Quality assurance processes and ongoing training/refreshers, will ensure quality interactions take place in line with OMiC expectations.</p> <p>The Head of Business Assurance will build a business case to request a permanent increase in the staff to prisoner ratio, in line with those found in the Long Term High Secure Estate (LTSHE) benchmarks. This will be informed by current support from the LTHSE directorate to trial an increased staff to prisoner ratio, to support safe delivery of a full regime including evening and weekend association.</p>	<p>Governor</p> <p>Governor</p>	<p>March 2020</p> <p>March 2020</p>
S50	<p>Key concern: Systems for redress were weak. The number of complaints had risen significantly since the previous inspection. Responses to complaints did not always address the issues raised and not all confidential complaints received a sufficiently good response. Prisoners lacked confidence in the complaints system. The discrimination incident report form (DIRF) system did not function well and responses to DIRFs were inadequate.</p> <p>Recommendation: The management of all types of complaints should be improved and meaningful investigations</p>	Agreed	<p>The Head of Safety and Equalities will improve the management of investigations arising from Discrimination Incident Reporting Forms (DIRFs) by;</p> <ul style="list-style-type: none"> • A new format, Learning Difficulty and Disability friendly, DIRF has been developed and made available in other common languages. These will be available on the wing and a supply held by the newly appointed equalities representatives. • DIRFs will be logged and timescales monitored through the Business Hub. • DIRF investigations will be conducted by the relevant manager. • Each completed DIRFs will be quality assured by the Deputy Governor at the point of completion and feedback provided to the investigator. Additional quality checks will be completed where required. • Opportunities for external Quality Assurance (QA), including the possibility of QA by the Regional Equalities Lead, will be explored. • Findings and trends will be analysed as a standing agenda item on EAT. 	Governor	April 2020



	should be carried out to ensure that prisoners receive focused responses and redress.		<p>The Head of Business Assurance (HoBA) will improve the management of complaints by;</p> <ul style="list-style-type: none"> • A review of the Complaints process will be conducted, to ensure each wing has a functioning, easily identifiable complaints submissions box and processes in place to replace blank forms. • A reference guide will be created to inform staff and residents about the 'journey' of a complaint and what they can expect from the process. • Guidance issued to staff on how to complete a quality response to a complaint will be reviewed and re-issued. Further reminders will be provided using communication tools, such as SPDR meetings, newsletters and bite-size training • Feedback will be obtained from staff in relation to the current complaints guidance, which will be updated and re-issued. • Feedback from residents will be obtained through monthly prisoner council. • Monthly spot checks will be undertaken on levels of complaints being received, to highlight where collection of complaints by the Night Orderly Officer may not be timely. • Additional QA checks will be carried out by the HoBA on a monthly basis. • HoBA will work with the prisoner council to share complaint trends, Quality Assurance findings and recommendations. 	Governor	April 2020
S51	<p>Key concern: The management of equality work was inadequate. There was no up-to-date policy and equality meetings lacked purpose and direction. Prisoners in some protected groups were identified inaccurately, for example sexual orientation and disability. There was no consultation with prisoners in any protected group. Analysis of equality monitoring data was limited and disproportionality had not been addressed. Foreign national prisoners were not supported.</p>	Agreed	<p>A New Equalities Strategy will be created, including a clear policy and action plan.</p> <p>HMYOI Aylesbury will improve consultation and analysis of data, so that the needs of prisoners in all protected characteristic groups are understood by;</p> <ul style="list-style-type: none"> • Analysis of equalities data, separated according to protected characteristics. This will then be reviewed and actioned at quarterly Equalities Action Team meetings to understand trends, identify issues and address inequality and disproportionate outcomes. • Equalities team will engage Key Workers to ensure residents with protected characteristics are identified accurately. • Equalities Representatives will be recruited on all wings, allowing for sharing of information and Resident Perspective intelligence. 	Governor Governor	March 2020 April 2020



	<p>Recommendation: A new equality policy and action plan should be implemented with effective consultation and analysis of data and oversight by purposeful equality meetings, so that the needs of prisoners in all protected characteristic groups are understood and met.</p>		<ul style="list-style-type: none"> A Monthly Equalities Forums, including a diverse mix of prisoner representatives will be introduced to identify and address the needs of groups of residents as required. <p>HMYOI Aylesbury will ensure that the needs of prisoners in all protected characteristic groups are met by;</p> <ul style="list-style-type: none"> Provision of a calendar of events to raise awareness of the nine protected characteristics and celebrate diversity. Through consultation, the needs of Foreign National Prisoners at Aylesbury will be explored. The provision of appropriate services will be added to the Equalities Action Plan and monitored through the EAT. OMU Induction will include a check to ensure identification of all Foreign National Prisoners so that they can be appropriately referred to external services (Home Office Immigration Enforcement/Border Control). Border Control Clinics will be held routinely to provide appropriate levels of support, meeting specific needs of Foreign National Prisoners. Key Workers will ensure that deportation paperwork is issued and understood. 	Governor	July 2020
S52	<p>Key concern: Attendance at health care was not prioritised sufficiently and the reasons for non-attendance were not fully understood. There had been a lengthy delay in separating the medicine administration room from the main waiting area and an inconsistent approach by officers supervising these areas which had led to a lack of privacy and the potential for bullying and altercation. Some prisoners did not attend health care for fear of confrontation on the way or in the waiting area. This situation was having a detrimental effect on prisoners' health and wellbeing.</p> <p>Recommendation: All prisoners should have appropriate and</p>	Agreed	<p>The Head of Healthcare will improve the process by which patient attendance at health care appointments is prioritised by;</p> <ul style="list-style-type: none"> Joint work with the Activities Hub to communicate a daily list of planned appointments. All unplanned appointments will be agreed between Healthcare, Activities and Residential staff, ensuring residents are seen at the next available clinic. A Notice to Staff has been issued, providing clear guidance on the above. Compliance will be monitored by the Head of Healthcare and prison leads at the Local Delivery and Quality Board. <p>HMYOI Aylesbury will monitor non-attendance at health care appointments on a daily basis, including through a partnership process to robustly manage non-attendance and establish the reasons. This will include patient feedback.</p>	<p>Head of Healthcare, Care UK and Governor</p> <p>Head of Healthcare, Care UK and Governor</p>	<p>April 2020</p> <p>April 2020</p>



	prompt access to health services.		<p>HMYOI Aylesbury will ensure that access to healthcare is appropriate and that patients feel safe by;</p> <ul style="list-style-type: none"> • Additional officer support to manage patients who attend healthcare and improve supervision and management of behaviour. • An updated job description has been disseminated to all staff who are assigned the role of Healthcare Patrol Officer to ensure that they fully understand how to ensure that patients feel safe. • Provision of a separate waiting area for young men who feel they will be at risk in the main waiting area. • Trial an <i>F-Wing-only</i> Healthcare session one day a week, in response to feedback from patients. This will be reviewed to establish if this has provided support to more 'vulnerable' residents and improved their attendance and confidence. <p>Additional mental health and substance misuse funding has been agreed in principle and is awaiting final NHS England sign off.</p> <p>NHS England, Public Health England, HMPPS and Healthcare are working together to review the healthcare model to ensure it meets the needs of the population. Initial plans will be presented for consultation in April 2020, to inform the tender for the next contract.</p> <p>Monthly monitoring of service provision, access to services and patient attendance will be included in the Joint Clinical Services meeting.</p>	<p>Governor</p> <p>NHSE</p> <p>NHSE, HMPPS Senior Service Manager (Health, Wellbeing and Social Care).</p> <p>Head of Healthcare, Care UK and Governor</p>	<p>March 2020</p> <p>March 2020</p> <p>April 2020</p> <p>March 2020</p>
S53	Key concern: Time out of cell for most prisoners remained poor and too many were locked up during the core day. The unlock and lock-up times were not adhered to and prisoners were not receiving association periods on weekdays and had significantly reduced association at weekends.	Partly Agreed	<p>This recommendation is partly agreed because the YOI staffing profile is not sufficient to support 10 hours out of cell. Nevertheless, HMYOI Aylesbury will increase the time out of cell for young people.</p> <p>HMYOI Aylesbury will conduct a review of the regime, alongside the establishment re-profile, which will deliver a predictable offer for residents throughout the Core Day.</p> <ul style="list-style-type: none"> • The core day will be amended to ensure that staffing is sufficient for unlock and lock-up times to be consistently adhered to without compromising safety. 	Governor	October 2020



	Recommendation: Prisoners should have a predictable regime throughout the week, with at least 10 hours out of their cell including evening association time.		<ul style="list-style-type: none"> • Movement time will be streamlined, to extend meaningful time out of cell. • Any delays to movement or the regime will be reported to SMT through the morning meeting, to identify and overcome obstacles. • Supervising Officers will encourage positive engagement between staff and residents, ensuring staff actively use association time to engage with residents. This will be reported through CMs to the Head of Residence • Evening Association will be introduced as part of the new profile, as will consistent delivery of association at weekends. • As an interim measure, Evening Association will be provided on a rota basis, providing association on one wing each evening, with domestics taking place on the other three. 		
S54	<p>Key concern: There was a lack of clear feedback from teachers to help prisoners improve their written work. A few teachers failed to ensure that all prisoners, including those lacking in confidence, made good progress.</p> <p>Recommendation: Leaders and managers should improve the feedback that prisoners receive on their written work and ensure that teachers help all prisoners, including those lacking in confidence, to progress as well as their peers.</p>	Agreed	<p>The Head of Education will ensure that teachers help all prisoners, including those lacking in confidence, to progress as well as their peers by improving the feedback that students receive on their written work by embedding a standardised system of developmental marking for all subjects. This will include;</p> <ul style="list-style-type: none"> • Comments on what went well in relation to the learning objective of that specific lesson. • Comments on how the student could overcome any misconceptions, move their learning forward or the next steps to take. • An Action Point to show the student what they need to do to evidence that they have followed up on the feedback. <p>Individual Learning Plans (ILPS) will be used to provide individualised target setting.</p> <p>Compliance with the standardised marking system will be monitored through regular unannounced Learning Walks.</p>	<p>Governor and Head of Education</p> <p>Governor and Head of Education</p> <p>Governor and Head of Education</p>	<p>March 2020</p> <p>March 2020</p> <p>March 2020</p>
S55	Key concern: Managers were still not providing opportunities for prisoners working in industries to study for an accredited qualification relevant to their job role.	Agree	<p>HMYOI Aylesbury will extend opportunities for prisoners working in industries to gain a qualification related to their job by adding the following to the current qualifications available in Industries;</p> <ul style="list-style-type: none"> • A Manual Handling qualification will be introduced though the Gym Programme 	Governor	April 2020



	Recommendation: Leaders and managers should provide opportunities for prisoners working in industries to gain a qualification related to their job.		<ul style="list-style-type: none"> An industry relevant, qualification based course will be introduced in the Cycle Repair Workshop. <p>As part of the annual review of the dynamic purchasing system contracts, opportunities to further extend qualifications available in industries will be considered.</p>	Governor	Completed and annual
S56	<p>Key concern: There was poor attendance at purposeful activity and insufficient activity spaces for the population, which had resulted in a high prisoner unemployment rate.</p> <p>Recommendation: Leaders and managers should improve attendance, reduce unemployment, and provide sufficient and purposeful high-quality learning, skills and work activities that meet the needs of the population.</p>	Partly Agreed	<p>This recommendation is partly agreed because there is insufficient capacity to provide full time employment / activity to all prisoners; significant capital investment would be required to fully achieve this recommendation.</p> <p>HMYOI Aylesbury will improve attendance and ensure that existing learning, skills and work activity places are fully utilised by;</p> <ul style="list-style-type: none"> A full review of processes to manage restrictions, to ensure that workshop risk assessments and non-association restrictions are necessary and proportionate. The timeliness and quality of referrals, assessments, allocations and attendance will be monitored through the Quality Improvement Group. Activity/Residential meetings will focus on those who are unemployed and take action to address. <p>HMYOI Aylesbury will provide sufficient and purposeful learning, skills and work activities that meet the needs of the population by;</p> <ul style="list-style-type: none"> A full review of the Purposeful Activity offer and needs analysis will be conducted to identify the needs of the full capacity population and to understand gaps in provision. Apply for funding for appropriate activity spaces to manage the future population. This will include applications to extend sports provision and to utilise the former motor mechanics workshops. Forums will be held with those prisoners that are harder to reach, including those serving long sentences and tariffs, to identify a suitable purposeful support package. Realistic expectations will be identified that better meet their needs, including to fully prepare them for their time in custody. Consideration of a suitable 'Settlement Offer' which includes a bespoke Induction Programme and considers purposeful support and realistic expectations that will better meet the needs of young adults facing sentences of ten years and over. 	Governor Governor	Completed June 2020



S57	<p>Key concern: A quarter of prisoners did not have any OASys assessment of their risks and needs. Responsibility to complete many assessments had lain with the National Probation Service who had not provided them despite requests from the offender management unit. The lack of assessments using the comprehensive and nationally approved assessment tool reduced the certainty that all risks had been identified. Prisoners lacked comprehensive sentence plans and focused objectives to ensure that all necessary steps were taken in a timely manner to address offending behaviour.</p> <p>Recommendation to HMPPS: All prisoners should have an up-to-date assessment of risk and need using the nationally approved assessment tool (OASys).</p>	Partly Agreed	<p>This recommendation is partly agreed; under Offender Management in Custody, all prisoners will receive a basic screening, assessment and planning of sentence. Once sufficient staffing is in place, this will be through a full OASys assessment for all eligible prisoners.</p> <p>Offender Management in Custody (OMiC) Phase 2 commenced in October 2019, under which Offender Management tasks will be completed as set out through the Excellence and Quality in Processes online platform (EQulP). This includes provision of an assessment of risk and need through OASys as appropriate.</p> <p>Buckinghamshire, Oxfordshire and Milton Keynes Local Delivery Unit currently have a large number of Probation Officer vacancies. Rolling recruitment campaigns have been run, including one targeting custody vacancies. HMYOI Aylesbury's NPS staffing is improving with the recent recruitment of Probation Officers into the team and a further uplift is contingent on successful recruitment. NPS South West South Central Division have agreed a programme of recruitment in conjunction with Prison Group Directors through the Divisional Implementation Board (DIB), taking account of staffing levels across the division.</p> <p>Subject to sufficient staffing is place, HMYOI Aylesbury will ensure that all prisoners have an up-to-date OASys assessment in line with OMiC expectations by;</p> <ul style="list-style-type: none"> • Completion of all OASys assessments that are the Prison Offender Manager's (POM's) responsibility, including a review in response to a significant change in circumstances which impacts upon risk. • For those residents for which Community Offender Manager (COM) is responsible, requests will be escalated through the Governor and Head of OMU Delivery. • Ongoing concerns over levels of Probation resources provided to HMYOI Aylesbury will continue to be raised through appropriate channels, through the LDU head (SWSC NPS). <p>Until the staffing levels stipulated by OMiC are in place, a demand management process will be used to ensure that resources are prioritised effectively.</p>	<p>Governor and Executive Director, Safety & Rehabilitation</p> <p>SWSC NPS Divisional Director</p> <p>Governor</p> <p>Governor</p>	<p>April 2021</p> <p>April 2021</p> <p>October 2021</p> <p>Completed</p>
S58	Key concern: There were vacancies in the prison offender	Agreed	Offender Management in Custody (OMiC) Phase 2 commenced in October 2019, under which Offender Management tasks will be completed	Governor and Executive Director,	April 2021



	<p>manager (POM) group which were having a negative impact on the contact prisoners could have with their POM. Caseloads were too high for the probation officers managing the high and very high risk of harm prisoners to see them regularly or do any proactive work with them. The team was taking on responsibility for completion of OASys assessment for all prisoners as part of OMiC arrangements. This would necessitate more individual work which the team was not resourced to deliver.</p> <p>Recommendation: All prisoners should have regular contact with their prison offender manager to support their sentence progression.</p>		<p>as set out through the Excellence and Quality in Processes online platform (EQuIP). This includes provision of regular POM contact to support sentence progression.</p> <p>Buckinghamshire, Oxfordshire and Milton Keynes LDU currently have a large number of Probation Officer vacancies. Rolling recruitment campaigns have been run, including one targeting custody vacancies. HMYOI Aylesbury's NPS staffing is improving with the recent recruitment of Probation Officers into the team and a further uplift is contingent on successful recruitment. NPS South West South Central Division have agreed a programme of recruitment in conjunction with Prison Group Directors through the Divisional Implementation Board (DIB), taking account of staffing levels across the division.</p> <p>Subject to sufficient staffing, HMYOI Aylesbury will ensure meaningful POM contact to support sentence progression by;</p> <ul style="list-style-type: none"> • Consideration of specific sessions to facilitate POM and Probation Officer engagement with residents as part of the regime review. • A specific OMU Interview room will be provided to facilitate consistent access to an appropriate venue for formal meetings and reviews. • Use of the increased probation resources to improve the contact time with residents and manage Sentence Planning. • Ongoing concerns over levels of Probation resources provided to HMYOI Aylesbury will continue to be raised through appropriate channels, through the LDU head (SWSC NPS). <p>Until the staffing levels stipulated by OMiC are in place, a demand management process will be used to ensure that resources are prioritised effectively.</p>	<p>Safety & Rehabilitation</p> <p>SWSC NPS Divisional Director</p> <p>Governor</p> <p>Governor</p>	<p>April 2021</p> <p>April 2021</p> <p>Completed</p>
	General Recommendations				
	Directed to The Governor				
1.31	A health care professional should respond to all incidents to prevent delays in the care of injured prisoners.	Partly Agreed	This recommendation is partly agreed as the commissioned service does not provide sufficient health care staff to respond to all spontaneous incidents. HMYOI Aylesbury will provide equivalence of healthcare in the community and prevent delays in the care of injured prisoners.		



			The Orderly Officer will, without delay, risk assess incidents in the first instance and call Healthcare staff to incidents where required.	Governor	Completed
1.41	Prisoners on the segregation unit should be allowed entitlements consistent with their level on the incentives and earned privileges scheme, such as wearing their own clothes and access to a television and kettle.	Agreed	HMYOI Aylesbury will allow residents held on Good Order and Discipline (GOoD) in the Segregation Unit to access entitlements they would have access to on the wings, subject to individual risk assessment.	Governor	Completed
	Directed to HMPPS				
1.42	Authorisation, including by prison group directors, should be in place for all segregated prisoners.	Agreed	<p>Authorisation for all segregated prisoners will be in accordance with PSO 1700 (<i>Segregation</i>). HMYOI Aylesbury will ensure compliance as follows;</p> <ul style="list-style-type: none"> • All GOoD boards are chaired by the Head of Safety & Equalities (or Duty Governor in their absence) and fully documented, including to outline reasons for continued segregation. • A new local reintegration policy will support plans for return to normal location. • HMYOI Aylesbury will prepare paperwork ten days before authority expires, to be sent from a functional mailbox to the Prison Group Directorate (PGD) for authorisation. • PGD authorisation will be returned to HMYOI Aylesbury within agreed timescales, providing authority for segregation beyond 42 days. 	Governor and Prison Group Director (LTHSE South)	Completed
	Directed to The Governor				
1.53	All prisoners should be able to receive parcels containing clothes, footwear and books.	Partly Agreed	<p>To align with HMPPS policy, this recommendation is partly agreed. All prisoners will be permitted to receive parcels containing books, which will be checked for illicit enclosures and to ensure that they meet with the standards laid out in the Public Protection Manual.</p> <p>In accordance with the <i>Incentives</i> policy framework, and as reflected in PSI 12/2011 <i>Prisoners' Property</i>, the general presumption is that other items will not be accepted. Parcels containing clothes and footwear will be accepted only under exceptional circumstances determined by the Governor. For example, the Governor may exercise her discretion to allow a one-off parcel of clothing following conviction.</p>	Governor Governor	Completed Completed



1.63	The safeguarding policy should be reviewed and all staff should be aware of how and to whom safeguarding concerns should be reported.	Agreed	<p>The Local Safeguarding Adults Strategy has been reviewed and published. This includes;</p> <ul style="list-style-type: none"> • Guidance to identify safeguarding concerns and to signpost Safeguarding Leads. • Information on how to complete Safeguarding referrals. <p>NHSE and HMPPS are meeting with the local authority to define service based provision to promote a service based approach. NHSE will take outcomes to partnership board and HMPPS national lead will complete staff awareness training and provide information to each Case Manager.</p> <p>Safeguarding Adults awareness will form part of a wider Safety Week, promoting key information in relation to <i>safer prisons</i>.</p>	<p>Governor</p> <p>NHSE and Governor</p> <p>Governor</p>	<p>Completed</p> <p>March 2020</p> <p>July 2020</p>
2.11	The response times to cell bells should be monitored effectively to ensure that prisoners do not wait for more than five minutes.	Agreed	<p>Electronic Monitoring of cell bell response times is in place on the majority of wings. This will be supplemented and monitored to ensure that prisoners do not wait more than five minutes by;</p> <ul style="list-style-type: none"> • Senior Officer will record a cell-bell check at least once daily on each wing to test cell-bell response time, overseen by Custodial Managers. Immediate feedback/ challenge will be provided to residential officers as required. • The Orderly Officer will undertake a random check of cell bell response times at least once daily. • Business Assurance team will test data quality and response times on a weekly basis until appropriate response times are fully embedded. Findings will be presented to Head of Residence to be addressed as appropriate. • Resident feedback regarding the adequacy of cell-bell response times will be obtained through prisoner forums chaired by Residential team. • Any cell-bell response above 5 minutes will be reported to the CM to arrange challenge discussion with member of staff concerned and Head of Residence will maintain oversight through meetings with CM. <p>A funding application has been submitted, including to introduce electronic monitoring with reporting function throughout the establishment.</p>	<p>Governor</p> <p>Governor</p>	<p>March 2020</p> <p>Completed</p>



2.16	Prisoners should be able to eat in association.	Not agreed	This recommendation is not agreed because the design and layout of the units does not provide sufficient space for communal dining. The cost of changes to the physical make-up of units and sufficient staffing for safe delivery would be prohibitive. HMYOI Aylesbury will identify exceptional opportunities for communal dining, including at Family Days, celebration events and prior to Friday prayer services.		
2.22	A private area should be made available to prisoners for legal visits.	Partly Agreed	This recommendation is partly agreed, as the cost of creating a physically separate area to facilitate legal visits would be prohibitive. The Head of Operations will ensure that privacy is maintained by arranging for official visits from legal advisers to take place within sight but out of hearing range of staff, other prisoners and their official visitors. Sufficient space between the tables will be provided so that conversations cannot be overheard.	Governor	Completed
2.57	A local operating instruction and improvement plan should be produced as a matter of urgency to ensure that there is an effective joint response to local emergencies.	Agreed	The current local operating procedure has been reviewed through the Local Delivery Quality Board (LDQB) in January 2020. This has ensured an effective joint response to local emergencies and includes specific instructions on the process for alerting local emergency services. A Notice to Staff will be regularly issued to remind staff about the location of defibrillators.	Governor Governor	Completed Completed
2.94	Prisoners should receive dental treatment within a reasonable timescale.	Agreed	In the absence of national guidelines on dental treatment times, routine assessment and subsequent dental treatment waiting time will be equivalent to that experienced in the community. The Head of Healthcare will improve the process by which patient attendance at health care appointments, including for dental treatment is prioritised by; <ul style="list-style-type: none"> • Joint work with the Activities Hub to communicate a daily list of planned appointments. • A Notice to Staff has been issued, providing clear guidance. HMYOI Aylesbury will monitor non-attendance at health care appointments, including for dental treatment on a daily basis. Monthly Local Quality Assurance meetings, Regional meetings and contract meetings look at data, utilisation of clinics and waiting times. This will maintain focus and continually look at ways to understand and address non-attendance at dental clinics.	Head of Healthcare, Care UK and Governor Head of Healthcare, Care UK and Governor	Completed March 2020



2.95	Governance arrangements should ensure effective oversight of maintenance checks and timely escalation of risks associated with dental equipment.	Agreed	Government Facilities Services Limited (GFSL) will provide ongoing maintenance checks. Adherence to the agreed process will be monitored and overseen by the Local Quality and Assurance meeting.	Governor	Completed
4.20	The prison should understand and address the distinctive needs of indeterminate sentence prisoners.	Agreed	<p>Offender Management Unit staff will hold regular wing based forums to capture resident feedback, including to understand the distinctive needs of indeterminately sentenced prisoners (ISPs).</p> <p>The needs of ISPs will be incorporated into the Reducing Reoffending Strategy and addressed by;</p> <ul style="list-style-type: none"> • A tailored OMU induction for individuals serving indeterminate sentences. • Each ISP will have a tripartite meeting with their keyworker and POM. • Keyworker development through modular training, which will include a topic “ <i>Working with ISPs</i>” • OMU to deliver bite size ISP awareness training to all staff • OMU will hold Lifer and ISP family days to encourage and maintain family and significant other ties. 	Governor Governor	April 2020 May 2020
4.25	Prisoners over 21 should be transferred promptly to prisons that meet their identified needs to progress their sentence.	Agreed	<p>Current population data shows that there are insufficient training and resettlement places within the estate. This will gradually be addressed through reconfiguration into three main functions: reception, training and resettlement by March 2023. As part of plans to reconfigure the adult male prison estate, HMPPS are setting out how men and young offenders will flow through the reconfigured estate, through new rules aligned with the OMiC case-management approach. Offender flows will be underpinned by the National Allocation Protocol, which will remove acceptance screening and allow men to flow through the system more smoothly. HMP Aylesbury will be in the second geographical ‘lot’, where the new rules will go live from September 2020, subject to readiness assessments. This will support prompt transfer to reception, resettlement or training prisons in the adult estate, the full benefits of which will be realised once the remaining geographical ‘lots’ are also reconfigured.</p> <p>To support timely transfer of prisoners aged over 21, HMYOI Aylesbury will;</p>	Head of Prison Reconfiguration Project Governor	March 2023 March 2020



			<ul style="list-style-type: none"> • Undertake timely categorisation reviews to aid movement and progression of residents, supported by a dedicated Observation Categorisation and Allocation clerk. • Utilise LTHSE pathways and improved offender flows for progression of Category B prisoners. • Prison Offender Managers will assess prisoners' eligibility and readiness for sentence progression. • Produce a local escalation process to address obstacles to progression through referral to Senior Management Team and/or Prison Group Director. 		
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Recommendations	
Agreed	18
Partly Agreed	7
Not Agreed	1
Total	26

